



Refund and Cancellation Policy

The refund of Nauru Airlines (123) tickets is permitted within 12 months from date of ticket issue. After this time, the ticket expires and can no longer be refunded. There are two types of Refunds which can be submitted to Nauru Airlines:

-  **GDS Automated Refund:** submitted automatically through the GDS
-  **BSPLink Manual Refund:** submitted through BSPLink when the refund cannot be processed as a GDS automated refund

Some Nauru Airlines fares are non-refundable and cancellation or other penalties may apply. Please check the fare conditions/rules before requesting a refund and also the fare conditions/rules of previous fares if the ticket has been reissued.

If a refund request is received via BSPLink for a ticket which can be submitted for refund via the GDS then the refund application shall be processed, and a manual refund service fee deducted from any refund due.

Once the ticket is submitted for refund, it cannot then be used at a later date as credit towards another ticket.

IATA Resolution 890 states that a refund must be made to the original form of payment (FOP) and to the original credit card. Customers whose credit card is lost or stolen will need to claim funds from the issuing bank. In the event of a refund application being received due to death of passenger, a manual refund will be processed with the refund value being paid to the Executor of the Deceased Estate with refunds to other parties being prohibited.

GDS Automated Refunds

Travel agents should refer to their GDS provider for further information and assistance with GDS automated refunds.

Refunds can be submitted through your GDS provided the ticket is: -

- Issued by the same IATA ticketing location
- Submitted for refund within 12 months from date of issue
- Unused
- Coupons to be refunded are 'open' status
- Any future flight segments are cancelled

Nauru Airlines does not charge a service fee above and beyond any fare condition/rule penalties for GDS automated refunds.

The refund value is calculated through the GDS as follows: -



- ✈ For an unused ticket, this is based on the cancellation fee you enter manually.
- ✈ For a partially used ticket, this is based on the coupons travelled and the cancellation fee you enter manually.

Check the refund value is correct before you submit your refund application.

When the original payment has been made in a currency other than Australian Dollars (AUD), the refund is processed at the original exchange rate used when the ticket was issued and not the exchange rate applicable on the date the refund is submitted.

Once the GDS Automated Refund Application is Submitted: -

- The refund is processed in approximately fifteen (15) business days
- The progress of the refund can be tracked through BSPlink, your agency BSP statement or through your wholesaler or consolidator
- The ticket status will display as 'R' (refunded)
- The ticket cannot then be used as stored credit at a later date towards another ticket.

If an error occurs when processing a GDS automated refund you can request: -

- Reversal - provided this is completed on the same day as the refund is submitted.
- Adjustment – Nauru Airlines can investigate adjustments once the ticket appears on the BSP statement, generally two (2) weeks after the automated refund transaction. A Refund Service Fee of A\$60 will apply to all corrections made by Nauru Airlines.

Follow the instructions below if an error occurs when refunding Nauru Airlines (123) tickets: -

Under Refund

If the requested refund amount is less than the refund amount the customer is entitled to, please email reservations@nauruairlines.com with 'GDS Automated Refund Error' in the subject line and include full details of the error including the calculation of the refund. Subject to verification Nauru Airlines will raise a Refund Notice (RN).

Over Refund

If the requested refund amount is more than the refund amount the customer is entitled to, please email reservations@nauruairlines.com with 'Automated Refund Error' in the subject line and include full details of the error including re-calculation of the refund. Nauru Airlines Refunds will raise an Agency Debit Memo (ADM) to adjust the refunded amount.



If the refund has not been reported on your BSP statement, but the ticket status has changed to 'R' (refunded), please submit a manual refund application through BSPLink with an explanation of the error.

BSPLink Manual Refund

Refunds are submitted through BSPLink when the refund cannot be processed as a GDS automated refund. Manual refund requests should be made in the following cases: -

These include:

- Tickets to be refunded against a approved Random Waiver Code authority
- Adjustment refund (fare/tax)
- Agency Credit Memo (ACM)
- Child issued as adult ticket in error
- Compassionate – death of passenger
- Involuntary Downgrade
- Duplicate Nauru Airlines tickets
- EMD refund
- Mismatch or Out-of-Sync Nauru Airlines tickets
- Residual unused taxes
- Residual Value Refund
- Schedule change
- Ticket issued in error at zero value
- Ticket or coupon uplifted in error
- Refusal of visa*

* A 'travel not authorised' response from visa waiver programmes or being denied entry to a country by Border Force agencies does not constitute a visa refusal.

Once the ticket is submitted for refund the ticket status will show 'R' (refunded) and it can no longer be used as credit towards another ticket.

Nauru Airlines does not charge a service fee above and beyond any fare condition/rule penalties for Manual BSPLink Refunds **unless**:

- The refund was eligible for a GDS automated refund but was submitted as a BSPLink Manual Refund
- A guaranteed EMD issued via a GDS ticket changer is submitted through BSPLink for refund instead of being auto refunded through the GDS

Prior to submitting Manual Refund Application: -

- All travel must be completed
- Any future flight segments must be cancelled



Submitting the Manual Refund Application: -

- Submit online through BSPlink – check the BSPlink homepage for further instructions
- Submit the refund against the ticket number of the last ticket issued in the sequence
- Indicate the ticket number and coupons applicable for refund for reissued tickets
- Provide the below supporting information:
 - The reason for the refund in the comments field
 - Copies of supporting documentation
 - Contact details

Once the Manual Refund Application has been submitted: -

- The refund is processed in approximately fifteen (15) business days
- The ticket status will show 'R' (refunded)
- The progress of the application can be tracked using BSPlink (refer to BSP statement) or by referring to the wholesaler or consolidator

Refund processing may take longer during peak periods of major disruption and global events.

Calculation Process: -

Nauru Airlines apply published fare conditions/rules and ticketing principles when calculating refunds. International Ticket Reissue Policy together with the fare rules of the ticketed fare are used to calculate any applicable refund value due: -

- (a) If no portion of a ticket has been used, the refund will be the full amount of the fare paid, less any applicable penalty fees and Service Fees (where applicable).
- (b) If a portion of the ticket has been used, refunds are assessed using the following checklist:
 - What portion of the journey on the ticket has been flown?
 - What is the fare for the journey flown that was applicable for sale at commencement of travel and date of ticket issue?
 - The journey flown must meet the conditions of the fare chosen
 - The fare chosen for reassessment must be of equal or higher value
 - The fare must be permitted to be used for refund assessment purposes. The rule application (RU) should state 'may be used for reassessing the refund of a partially travelled ticket'. In all other cases, a fully unrestricted fare such as YOW or JOW must be used.
 - The booking class of a one-way fare chosen for reassessment must be the same or higher than the ticketed fare.

Refund Result



The manual refund calculation result can be viewed online through BSPlink. The result will provide your agency with a complete breakdown of the refund including fare, ticket taxes and any cancellation fees and/or administration fees.

Refund Service Fee

AREA OF SALE	REFUND SERVICE FEE
AUSTRALIA, KIRIBATI, NAURU,	AUD 50.00 per ticket or EMD
MARSHALL ISLANDS, MICRONESIA, PALAU, AND OTHER AREAS OF SALE	USD 35.00 per ticket or EMD